



Technical Service Bulletin

No. C4-2022-03

May 18, 2022

Subject: New Firmware Version Available for Nyquist C4000 S/W Release 4.0

Applicable Product: Nyquist C4000

Applicable Release: 4.0.0.310

Fixed in Release: 5.0.0 and higher

Firmware Filename: NyqUpdate-2.0.611.tar.gz

Dealer Action: Download and apply the new firmware using the "Firmware" section of the Nyquist Web interface.

This Technical Service Bulletin is to notify you of a firmware enhancement that was developed for the C4000 4.0.0.310 release that improves talkback performance and quality on the NQ-S1810CT-G2 and NQ-S1810WT-G2 VoIP speakers by reducing the noise floor through additional DSP filtering and providing end-users with additional device controls to allow fine tuning of each speaker for its specific installation environment. The device's Web UI intercom tuning control has been modified to add Talkback Threshold and Talkback Decay controls to the existing Switching Sensitivity.

- **Switching Sensitivity:** This setting affects the level at which the half-duplex output channel is switched on and the microphone is muted. The lower the Sensitivity the softer the talkback sound has to be for the talkback circuit to switch.
- **Talkback Threshold:** This setting sets the sensitivity of the talkback noise gates. The lower the level the more sensitive the talkback microphone is to turning on.
- **Talkback Decay:** This setting sets the switching time of the noise gate. The lower the number the longer the noise gate stays open. If talkback audio sounds choppy set the decay to a lower value.

Please make sure to read the "Firmware Release Notes" prior to updating your system. These can be found in the [NYQUIST C4000 RESOURCES](#) section of the Bogen.com website.

If you have any questions related to this Service Bulletin or need help with your system, please contact Bogen's Technical Support team at 1 (800) 999-2809.

Sincerely,

Bogen Communications LLC

www.bogen.com

Bogen Communications LLC, 3862 Quadrangle Blvd., Suite 150, Orlando, FL 32817